March 16, 2020

**Continuity of Operations Plan**

**Ashtabula County Treasurer’s Office**

I. Purpose

The purpose of this plan is to articulate a viable and executable contingency plan to continue to provide the essential functions of this office in case of the reduction of services or closure of the County Treasurer office after a declaration of state or national emergency or in the event of any other interruption of service (hereinafter “continuity event”).

II. Primary Functions

The primary functions of the Treasurer’s Office are:

1. To collect real estate, manufactured homes and other taxes and fees;
2. To manage and safe keep all cash and other deposits of the County offices;
3. To safely invest public funds, with attention to liquidity and yield; and
4. To maintain delinquent tax contracts and prepay escrow accounts.

The County Treasurer’s most essential day-to-day function is to receive and safe-keep payments of taxes, fees and departmental pay-ins and ensuring proper liquidity to meet County needs. The County Treasurer’s primary duty involves the following tasks:

* Collection of payments;
* Balancing of cash drawers, check deposits and bank accounts; and
* Data entry into the County’s bookkeeping and real estate tax systems.

III. Essential Personnel

People are critical to the operations of any agency. Selecting the right people for an agency’s staff is vitally important, and this is especially true when performing the primary office functions in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees may be activated by the County Treasurer to perform assigned response and control duties. One of these categories is Essential Personnel.

All essential personnel will be available by phone twenty-four hours a day, seven days a week to respond to urgent situations and perform the basic necessity duties of the office. Based upon the Primary Functions of the County Treasurer, the following are designated essential personnel:

1. County Treasurer

2. Chief Deputy Treasurer

3. Primary Bookkeeper

4. Main Cashier

IV. All Personnel

It is essential that all personnel of the County Treasurer are kept informed and accounted for during a continuity event, as even those personnel not in an Essential Personnel designation are representing the office and its mission. All personnel are expected to keep in contact with the County Treasurer and other personnel and check-in regularly. Questions on the operations of the office should be able to be answered by any personnel of the County Treasurer.

Both essential personnel and non-essential personnel shall be paid their regular wages and benefits during any activation of this plan. All personnel are expected to act in a professional manner in person, on the telephone, via email and via social media/online presence.

V. Communication

Should this plan have to be activated, all communication will be directed to the County Treasurer either by phone or by email and County Treasurer will forward the request to the appropriate essential personnel. The County Treasurer shall then notify staff by telephone or email.

The primary preferred communication between personnel will be by group texting, and all communications must include the County Treasurer and Chief Deputy Treasurer as well as any other affected personnel. In the event cell phone service is inadequate or unavailable then communication shall occur by email, telephone calls or in-person contact, in that order.

VI. Chain of Command

In the event of the incapacity or unavailability of the County Treasurer all questions or requests will be sent directly to Chief Deputy Treasurer, if any, or the Primary Bookkeeper if there is no Chief Deputy Treasurer designated or available.

VII. Activation

This plan shall have two activation phases. The first phase requires essential personnel only to report to work. The Bookkeeper and Cashier positions may be alternated from day to day at the discretion of the County Treasurer or Chief Deputy Treasurer. Other employees are encouraged, to the extent possible, to work from home. The second phase will close the office completely and require essential personnel to work from home during regular business hours. Regular business hours may be modified based upon discretion of the County Treasurer or in consideration of any County, State or Federal mandate.

The plan will be activated only after a declaration of emergency by the President of the United States, the Governor of the State of Ohio, the state or local Board of Health, or the Ashtabula County Commissioners. The activation shall be at the sole discretion of the County Treasurer after consultation with the County Commissioners and/or State or Local Boards of Health.

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